

Nov. 1. 2002 11:51AM FRISHAUF & PARTNERS

No. 8785 P. 1/5
From: HOLTZ

TO: Customer Service Tech Cntr. 2100

Re: 10/002,772

Our Ref: 01706/LH

VIA FACSIMILE - 1-703-746-7240

5 pages

Attached is a copy of our Request for Corrected Filing Receipt and, below, a copy of the return receipt postcard evidencing receipt of the attached by the USPTO on September 4, 2002.

01706-LH/SP

Ser. No.: 10/002,772

Filed: November 2, 2002

Applicant(s): Toshio UENO

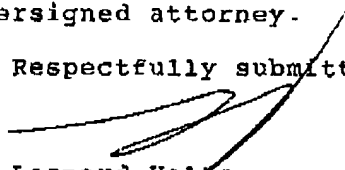
ASSISTANT COMMISSIONER FOR PATENTS
ACKNOWLEDGES RECEIPT OF:

REQUEST FOR CORRECTED FILING
RECEIPT and copy of FR marked-up
to show changes and a copy of
the correct English translation
of application for PTO information

Certificate of Mailing Mailed: 8/28/02

Only the first page of the submitted Translation is attached.
If a complete copy of the Translation is required, please
telephone the office of the undersigned attorney.

Respectfully submitted,


Leonard Holtz
Reg.No. 22,974

Frishauf, Holtz, Goodman
& Chick, P.C.
767 Third Avenue - 25th Fl.
New York, N.Y. 10017-2023
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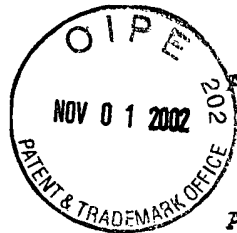
NOV 07 2002

Technology Center 2100

Received from <212 319 5101> at 11/1/02 11:53:26 AM [Eastern Standard Time]

Received from <3086606> at 11/1/02 12:16:41 PM [Eastern Standard Time]

Nov. 1. 2002 11:52AM FRISHAUF & PARTNERS # 6

No. 8785 P. 2/5
From: HOLTZ

Attorney Docket No. 01706/LH

IN THE UNITED STATES PATENT
AND TRADEMARK OFFICE

Applicant(s): Toshio UENO

Serial No. : 10/002,772

Filed : November 2, 2001

For : METHOD, SYSTEM AND COMPUTER
PROGRAM PRODUCT FOR COPING
WITH CHANGES IN HARDWAREArt Unit :
Examiner :REQUEST FOR CORRECTED FILING RECEIPTCommissioner for Patents
Washington, D.C. 20231

S I R :

CERTIFICATE OF MAILING

I hereby certify this correspondence is being deposited with the United States Postal Service with sufficient postage as First Class mail in an envelope addressed to: Commissioner of Patents and Trademarks, Washington, D.C. 20231 on the date noted below.


 Attorney: Leonard Holtz

Dated: August 28, 2002

In the event that this Paper is late filed, and the necessary petition for extension of time is not filed concurrently herewith, please consider this as a Petition for the requisite extension of time, and to the extent not tendered by check attached hereto, authorization to charge the extension fee, or any other fee required in connection with this Paper, to Account No. 06-1378.

COPY

It is respectfully requested that the Patent Office issue a corrected Filing Receipt to correct the following errors:

1. The correct title for this application is:
--METHOD, SYSTEM AND COMPUTER PROGRAM PRODUCT FOR
COPING WITH THE CHANGES IN HARDWARE--
2. The correct number of sheets of drawings is 2 sheets
(Figs. 1-4).

It is believed that the data included in the incorrect Filing Receipt was obtained from a related application which was provided with an Information Disclosure Statement filed

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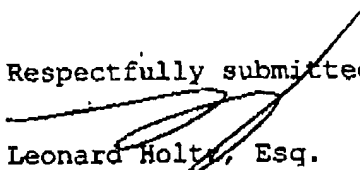
Nov. 1. 2002 11:52AM FRISHAUF & PARTNERS

No. 8785 P. 3/5
From: HOLTZ

concurrently with the English translation of the present application on March 12, 2002. The Patent Office mixed-up the two documents. For Patent Office convenience, attached hereto is a photocopy of the complete translation of the present U.S. application (filed on March 12, 2002) entitled "METHOD, SYSTEM AND COMPUTER PROGRAM PRODUCT FOR COPING WITH THE CHANGES IN HARDWARE", and which includes the specification (pages 1-10), claims (pages 11-16) and Abstract (page 17), as well as two sheets of Formal Drawings (Figs. 1-4). It is respectfully requested that the Patent Office correct its records to ensure that the correct specification is used for examination of the present application, and it is also respectfully requested that the Patent Office issue a corrected Filing Receipt.

It is noted that when certified copies of the application were ordered by the undersigned, the Patent Office supplied incorrect copies and used a photocopy of a related application filed with an Information Disclosure Statement as the specification, instead of the correct specification which is attached hereto.

Respectfully submitted,


Leonard Holtz, Esq.
Reg. No. 22,974

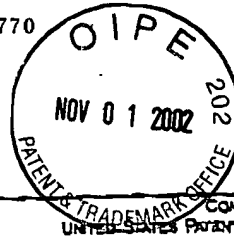
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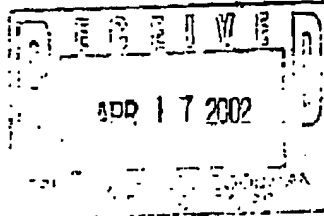


UNITED STATES PATENT AND TRADEMARK OFFICE

No. 8785 P. 4/5
From: HOLTZCOMMISSIONER FOR PATENTS
UNITED STATES PATENT AND TRADEMARK OFFICE
WASHINGTON, D.C. 20231
WWW.USPTO.GOV

| APPLICATION NUMBER | FILING DATE | GRP ART UNIT | FIL FEE RECD | ATTY DOCKET NO | DRAWINGS | TOT CLAIMS | IND CLAIMS |
|--------------------|-------------|--------------|--------------|----------------|----------|------------|------------|
| 10/002,772 | 11/02/2001 | 2152 | 1104 | 01706/LH | 2 | 33 | 3 |

01933
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NEW YORK, NY 10017-2023



CONFIRMATION NO. 4311
UPDATED FILING RECEIPT
0000000007855065

Date Mailed: 04/12/2002

Receipt is acknowledged of this nonprovisional Patent Application. It will be considered in its order and you will be notified as to the results of the examination. Be sure to provide the U.S. APPLICATION NUMBER, FILING DATE, NAME OF APPLICANT, and TITLE OF INVENTION when inquiring about this application. Fees transmitted by check or draft are subject to collection. Please verify the accuracy of the data presented on this receipt. If an error is noted on this Filing Receipt, please write to the Office of Initial Patent Examination's Customer Service Center. Please provide a copy of this Filing Receipt with the changes noted thereon. If you received a "Notice to File Missing Parts" for this application, please submit any corrections to this Filing Receipt with your reply to the Notice. When the USPTO processes the reply to the Notice, the USPTO will generate another Filing Receipt incorporating the requested corrections (if appropriate).

Applicant(s)

Toshio Ueno, Hanno-shi, JAPAN;

Assignment For Published Patent Application

Toshiba Tec Kabushiki Kaisha, Tokyo, JAPAN;

Domestic Priority data as claimed by applicant

Foreign Applications

If Required, Foreign Filing License Granted 01/25/2002

Projected Publication Date: 05/08/2003

Non-Publication Request: No

Early Publication Request: No

Title

METHOD, SYSTEM AND COMPUTER PROGRAM PRODUCT
FOR COPING WITH THE CHANGES IN HARDWARE
Technical support system

Preliminary Class

COPY

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Technology Center 2100

Received from < 212 319 5101 > at 11/1/02 11:53:26 AM [Eastern Standard Time]

Received from < 3086606 > at 11/1/02 12:16:41 PM [Eastern Standard Time]

Nov. 1. 2002 11:52AM FRISHAUF & PARTNERS

No. 87851 P. 5/5
31/106 From: HOLTZ
10/002, 772

- 1 -

TITLE OF THE INVENTION
METHOD, SYSTEM AND COMPUTER PROGRAM PRODUCT FOR COPING
WITH THE CHANGES IN HARDWARE

BACKGROUND OF THE INVENTION

COPY

5 1. Field of the Invention

The present invention relates to a method, system and computer program product coping with a change in hardware utilizing remote maintenance management.

10 2. Description of the Related Art

To improve the efficiency of maintenance services, a remote maintenance system has been constructed, in which a user product and a server of a maintenance center are connected via a network and the product is subjected to suitable maintenance by remote control from the maintenance center.

In such a system, a user product to be subjected to maintenance, incorporating a communication device such as a modem, is connected to a server of a maintenance center through a network, for example, the Internet or a private line. With use of this maintenance system, trouble in software of the user product can be eliminated and software can be upgraded by remote control from the server of the maintenance center.

25 However, if trouble occurs in hardware of the product, it is necessary for a serviceman to check the product, and replace parts or adjust the hardware. If

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